

For Public Report inclusion (7 Pages)
please reference case# 2019-CAP-55876/VT
for addition correspondence Rec-Vel See
(2/20/19)
Letter attached

Harrison & Sally Picard
20 Coppergate
East Granby, Ct 06026
860-653-7465
FAX 860-653-7465

3187 N.H. 11 Andover, VT 02020-875-1077

FACSIMILE TRANSMISSION FORM

THIS TRANSMISSION CONSISTS OF 7 SHEET(S)
(including the cover sheet)

DATE: 10-15-2020 FAX# 802-828-4109

ATTENTION: Ms. Barbara Wral

COMPANY:

SUBJECT: Outage Notification Rule,

FROM: Sally & Harrison R. Picard

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cc: Mr. Jonathan Gibson

COMMENTS: Dear Barbara,

Please review the attached regarding our most recent 911 outage with VTCI. Please, please do more than have them report an outage - they can report but that will NOT solve the problem. We need cell towers - we even offer Viasat the option to place one on 75 acres - to no avail. This is a terrible problem - not to have 911 access for any or all emergencies.

Thank you
Sincerely,
Sally & Harrison, Picard

Fax 802-878-4109

Memo
to be entered into the Public
Record

To: 911 Outage Notification Rule
Barbara Weal, Executive Director

From: Sally

Harrison Picard
3187 N Hill Rd
Andover, VT 05143

802-875-1077

The Facts.

1. There is no cell service in most of Andover including Boynton Hollow where our home is located.
2. Every year since VTel removed the copper phone lines from Andover we have been without 911 access at some point during each of these years.
3. This means: We cannot contact a Dr, ambulance, police, report a fire, reach a neighbor for assistance, our burglar alarm is non functional and leaves us with no personal protection or any way to obtain emergency HELP.
4. In the Andover area, power goes out frequently and for long periods of time leaving us vulnerable. Mary Morris at Green Mt. Power is well aware of this issue as our home is also heated with electric storage heat. When the power is out we have no phone signal

5. We are senior citizens; both born 1943 - 77 years old and Vulnerable.

6. On 8/28/2020, Mr. Picard had Surgery and attempted to recuperate at his home at 3187 N.H. Rd Andover.

The most recent incident in which we were forced to leave our home due to lack of 911 service.

Was on ^{Third} Sept 17th 2020. We tried to have it restored but were told no - they would not restore 911 service from hospital sending those needing access to Oxygen. 911 Service was not restoring per Harry the Tech ~~until~~ Tue Sept 22, 2020 Six Days without 911 Service.

7. Sat, Sun

On Friday Sept 18-19-20th we tried to get a technician to the property. They said they might work us in on Sat, 24th but would not give us a specific time.

8. They tried to blame their problem on our alarm system (which checks out perfectly)

I. Since Mr. Picard was only 3 weeks post-op we felt for his health & safety we had to vacate the property immediately

II. VTel refuses to maintain a list of vulnerable citizens who are elderly with other medical issues, are wheel chair bound or need assistance, are post op - etc to restore their 911 service ahead of other not as vulnerable citizens

III. They have given millions of dollars yet they provide no services & demand citizens maintain a reserve of Tesla type batteries in series - No matter how many batteries they force us to purchase - when the power is out for a week there is NO 911

IV. When their equipment is down - NO 13 batteries will help. Their equipment failed on Sept 17th 2017

V. They need to have enough technicians hired to restore

- 911 Service immediately.
15. They do not - 4 days to
restrict our 911 and with 2
weeks notice they could not
or would not schedule a service
appointment with a time to
guarantee they won't come -
only saying "we'll try to work
you in" - but no guarantee.
It will happen after we complain
vehemently.
16. We have been working on
this issue even since VJIC
created it
17. Please make them accountable
so that all VI citizens ^{were} have
access to 911 and
before the deadlines Read
Andora, VI Serin citizens
found frozen in their bed
A Serin citizen ^{was} found dead in
home due to inability to obtain help
A home was burned to the ground,
911 was not available to report
the fire, several homes were destroyed
as the fire was still burning in

VI Tel -

- 1.) Should be made to maintain and pay for whatever is necessary for all VI citizens to always have access to 911
- 2.) Placing the burden of obtaining & maintaining paying for batteries to operate 911 services is unacceptable. We never had this problem before. VI Tel received 2 million of dollars to install a functional system.
- 3.) They should pay for a) erect if there is no other solution - cell towers for 911 circuit when their system is down (911)
- 4.) When their system is DOWN they must be held accountable for a person's death, - loss of life or injury, loss of personal property when a home burns to the ground, reparations if forestland is damaged, etc monetarily - these rules to be stated and agreed to by them

FAX 802-828-2342

December 20, 2019

Harrison Picard

Sally Picard
20 Coppergate
East Granby, CT 06026

Judith Whitney, Clerk
Public Utility Commission
112 State Street
Montpelier, VT 05626-2701

RE: Case Number: 2019-CAP-15676/VT Telephone Company (VTEL)

Dear Sirs:

Since 1998 we have owned a home at 3187 North Hill Road, Andover, Vermont in an area known locally as Boynton Hollow. There is no cell service in Boynton Hollow.

Our home is heated by electric storage heat powered by Green Mountain Power. When we purchased the property wired telephone service was provided by VTEL and powered by the telephone company. Since VTEL replaced the wired service (over our objections) with fiber optic cable we have been without phone service for days on many occasions, leaving us without 911 service. We have added backup batteries to the VTEL system at our own expense but service still fails within 24 hours. This means that we have no access to 911 service and our security system cannot summon help in an emergency.

The weather is becoming more volatile and power outages are becoming longer and more frequent. Outages recently have extended for over a week, leaving us without telephone service for several days. As a result, we are left extremely vulnerable. We cannot summon medical assistance, report a fire, or contact the police and our alarm system is rendered inoperable. This does not sit well with our insurance company since the system monitors CO, fire, and theft. We are left completely isolated for days, even the campground designated as a warming station was without power and communication.

We have attached documentation of the many communications and complaints that we have submitted on this issue. We do not see any effort being made to the extension of cellular service as an alternative to VTEL fiber optic service. Please help us and advise how you plan to extend reliable 911 service to our home and area. No home in Vermont should be denied 911 service for any reason.

Sally B. Picard
Harrison